

## **IWIN Replacement Comment Analysis**

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From May 31, 2006 through July 6, OCIO collected 250 comments from customers regarding proposed IWIN replacement web pages. This process was a follow up from a proposed IWIN termination. Based on user comments, it was decided to replace IWIN in lieu of termination. OCIO has completed an analysis of the 250 comments. A breakdown is as follows:

Positive:	43
Negative:	18
N/A – against termination:	66
Not related to replacement:	123

A good number of comments, specially during the first two weeks of the period were spill over comments from users to came to the page from blogger pages who rallied against termination. Most of these users appeared not to read the updated page. OCIO reformatted the text of the page to make clear IWIN wasn't to be terminated, with a reduction in the number of these comments.

A majority of comments were still not related to the replacement pages. Many of these were notes about how customers use the IWIN pages. Many were questions from students about specific areas of meteorology or requests for specific weather related information (these were forwarded to area experts for answers).

Eighteen comments were negative regarding the replacement pages. Specific issues raised in these comments were addressable. They included:

- Specific products missing from replacement pages;
- Slow appearance of products on the replacement pages;
- Change in URL/Address structure;
- Change in HTML code.

Several negative comments were not addressable:

- Any change at all;
- The addition of cross-state products to state pages;
- Addition of the NOAA/NWS logos to the page (required by NOAA/DOC policy);

Of the 43 positive comments, two were from Partners reporting they had no objection. A third partner, had already reported no objection.

**Recommendation:** OCIO/OCWWS issue a PNS on or before July 17, stating the replacement pages will go into operation on July 31. Old IWIN URLs will continue to operate, but will be redirected to the new page.

## **Timeline**

2003: IWIN originally proposed for termination by OCIO

June-September, 2005: Replacement pages/new pages developed by OCIO/ITO LWX

October, 2005: First PNS issued

November 2005, January 2006, 1900 termination comments received by OCIO

April, 2006: First report to Operations Committee

June – July, 2006: 2<sup>nd</sup> comment period